The DoIT Digest
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- Cybersecurity Awareness Training Widens Across the Enterprise
- Through the Agency Lens – ISP Director Schmitz Shares on Accelerated Transformation

Remedy on Demand is Changing the Way DoIT Provides Service

On December 12th, DoIT migrated to a new IT Service Management application - Remedy on Demand (ROD). This system introduces a self-service management tool, which allows IT Coordinators to submit requests online. ROD makes it easier for DoIT support staff to create tickets, view related items such as assets, tickets and reference materials through a modern interface. Additional features and functionality will be released during 2018 including a native mobile application version and improved self-help and service level monitoring. Thank you to the DoIT staff and customers for ensuring a smooth transition. Ongoing feedback is encouraged to make the application a better experience. Please send questions and/or requests for assistance to DoIT.HelpDesk@illinois.gov, with a subject line of "My IT" for IT Coordinators or "Smart IT" for DoIT IT support staff.

Cybersecurity Awareness Training Widens Across the Enterprise

A law signed by Governor Rauner in August 2017, House Bill 2371 requires state employees under the Executive Branch to undergo annual cybersecurity training. DoIT administers the on-line training that includes material to help employees detect phishing scams, prevent spyware infections, identity theft and respond to data breaches. DoIT, CMS and the Department of Insurance have completed the training and it is now rolling out at several other agencies. Training will be modified annually to keep up with the ever-evolving landscape of cyber-attacks. Refer to the many resources available on our website.

Through the Agency Lens – ISP Director Schmitz Shares on Accelerated Transformation

Recognizing the need to modernize systems and applications used by the public safety personnel who protect our state guided the accelerated pace of IT Transformation at the Illinois State Police (ISP). ISP reached out to DoIT and shared their business needs and objectives in a collaborative effort to ramp up the move to support predictive policing. Backed by a statewide infrastructure and team of resources prepared to provide support into the future, ISP is well on their way to achieving their goals sooner than anticipated. Watch Director Schmitz's interview here.

DoIT FYIs & Reminders

Information coming soon on the rescheduled DoIT Town Hall meeting.

Don't forget to register for Tableau Day in Chicago, scheduled for Thursday, January 18, 2018.